



Gender pay gap report 2021

What is the gender pay gap?



The gender pay gap measures **the difference in the average hourly earnings of men and women** in the organisation. This is different from equal pay, which is the pay difference between men and women who do equal work.



All our **jobs are evaluated using a recognised evaluation scheme** to make sure we **measure the value of every role** in a consistent way, and we **pay equally** for work of equal value.



As a company with 250 or more employees, **we're required under the Equality Act 2010 to publish the gap** in earnings between men and women. We submit our data to the Government; the report is also **available on our website**.



This report shows **the mean average and the median**. The mean average is calculated by totalling all hourly earnings and dividing by the number of employees. The median is the middle value of all employees' hourly earnings.

This is Citizens Advice's **fifth annual gender pay gap report**.

For the first time, we're also reporting on our ethnicity pay gap and disability pay gaps. These are in a new annex. Ethnicity and disability pay gap reporting is not a legal requirement but we believe it's important to report on this to ensure transparency and to take action to reduce those pay gaps.

Gender identity

Gender identity is often assumed from the sex assigned at birth. However, gender is more complex than 'men' and 'women'. There are many people who don't fit into these binary categories, for example people who are non-binary or intersex. We also recognise that a person's sex or gender does not always align with the sex and or gender they were assigned at birth.



We have to follow the current statutory requirements for gender pay gap reporting, so gender must be reported in a binary way, identifying the pay gap between men and women. As a result, our report doesn't differentiate pay data for colleagues with other gender identities.

The data we've used for the calculation comes from right to work documentation, for all our colleagues, which would normally be either a passport or birth certificate. We acknowledge this might not provide an accurate record for those who don't identify in the way they have been categorised in these documents. To ensure we felt confident with our approach to the calculation, by way of comparison, we also calculated the pay gap without the pay data for our non-binary colleagues and both sets of data were comparable.

Taken as a whole, the data shows the pay disparities that exist between men and women at Citizens Advice. We use the words men and women in this report, while acknowledging this isn't a satisfactory description for some of the colleagues categorised in this way for the purpose of the analysis.



Our gender pay gap on 5 April 2021

Summary of report

The Citizens Advice **median gender pay gap for 2021 is 16.1%, an increase of 0.2 percentage points** from 2020. It's slightly above the national average of 15.5% in 2020.

The latest national data, published by the Office for National Statistics (ONS), for the year ending April 2020, shows the UK median gender pay gap was 15.5%, falling from 17.4% a year earlier.



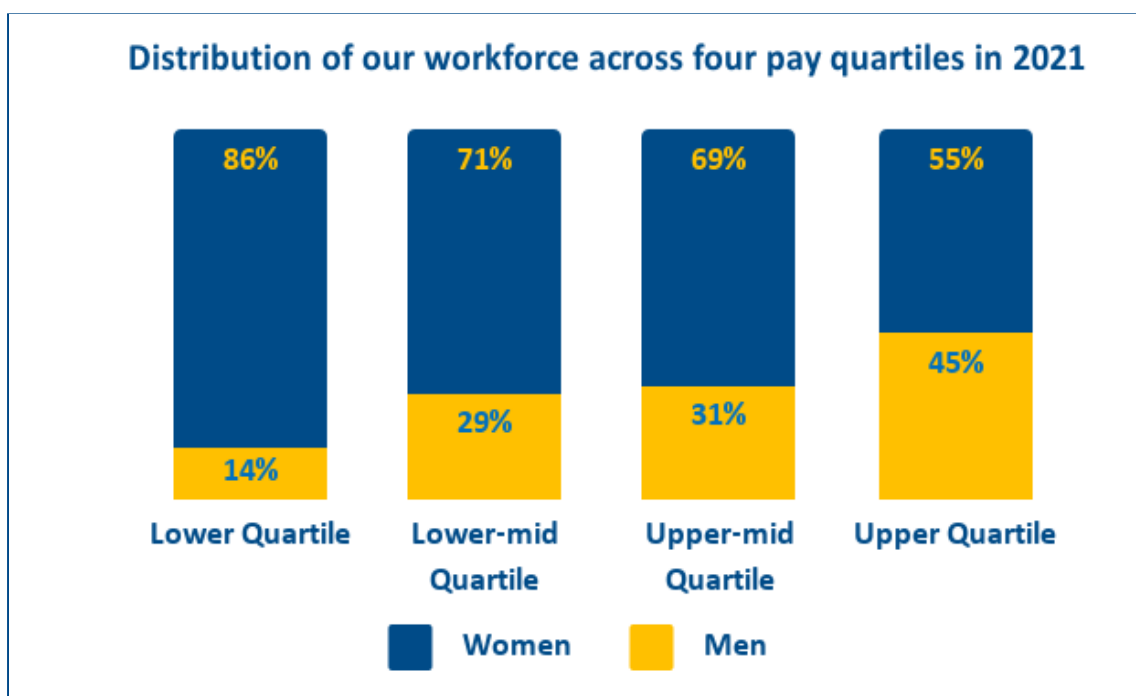
Breakdown of employee groups

Our overall workforce is 70% women and 30% men. Our Witness Service, which makes up over 25% of our colleagues, is 89% women and 11% men. Almost all of our Witness Service roles are operational, frontline delivery or administrative in nature and are locally based across England and Wales and these roles tend to be evaluated and paid lower in all industries and sectors.

Proportion of men and women in each pay quartile

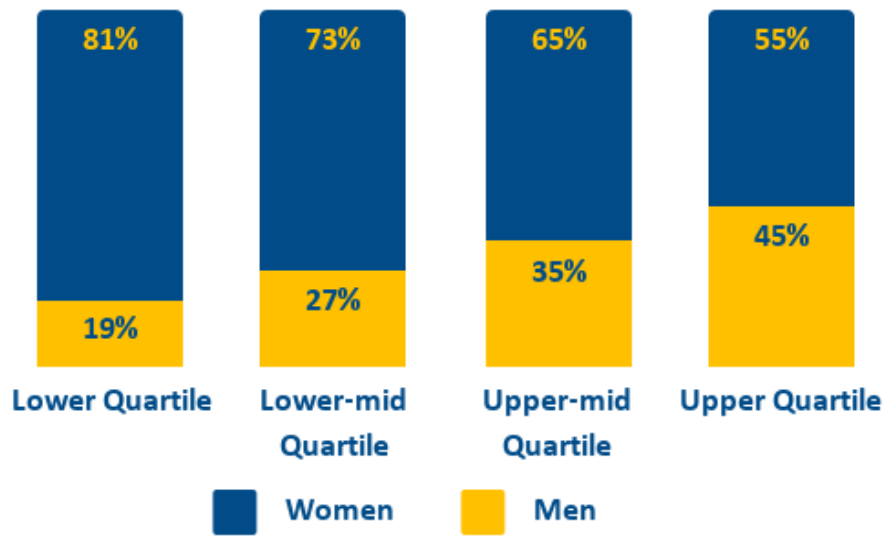
The chart below shows the distribution of our workforce across the four pay quartiles. Compared with 2020, the two middle quartiles now reflect our overall workforce better with a 4% increase in the proportion of women in the upper mid quartile. However, the proportion of women in the lowest quartile has also increased by 4%.

We recognise that we need to continue to identify and address the barriers that restrict women progressing their careers through internal and external recruitment, promotion and/or development.





Distribution of our workforce across four pay quartiles in 2020



Our gender pay gap journey

Comparing the results of the gender pay gap for the last 5 years, we saw a steady improvement in our pay gap until this year over this time. We have discussed the gender pay gap with our Trustee Board and Executive Committee and put in place a number of initiatives to address the gap, such as a progressive pay approach to our annual pay review in 2019 and 2020 and 2021.



The table below shows the gender pay gap, over the past 5 years.

Year of analysis	Mean pay gap	Median pay gap
Citizens Advice gender pay gap 2021	15.9%	16.1%
Citizens Advice gender pay gap 2020	13.5%	15.9%
Citizens Advice gender pay gap 2019	16.8%	18%
Citizens Advice gender pay gap 2018	17.6%	22.1%
Citizens Advice gender pay gap 2017	17.5%	23.9%

Our data analysis shows the rates of pay and proportion of women who work in our Witness Service has a significant effect on our overall gender pay gap. Nearly all Witness Service roles are frontline and operational and this means they are evaluated at a lower grade. This and the current gender split in Witness Service, does skew the gender pay gap for Citizens Advice as a whole. Citizens Advice is an amalgam of broadly 2 different types of delivery and sizes of roles and so different pay.

If our Witness Service had the same gender distribution as the rest of Citizens Advice, our gender pay gap would be 4.1% (median) and 6.2% (mean). The latest median gender pay gap for the UK (for the year ending April 2020) was 15.5% for all colleagues.

Our wider analysis shows that the other primary reason our mean gender pay gap has widened over the last 12 months, flows principally from the difference in median and mean pay of new recruits in the year to April 2021. The median pay gap of this cohort of 182 employees was 23% and the mean pay gap 19%; this had the effect of widening the gap for our total workforce.

Bonuses received by employees are part of the gender pay gap reporting. Citizens Advice does not pay bonuses, therefore **the bonus gender pay gap is nil** and there are no figures relating to this.



What have we done over the past year (April 2020 to March 2021) to address the gender pay gap?

We implemented a **progressive pay approach** to our annual pay review process over the last 2 years (so those on lower pay received a larger percentage increase compared to those on higher salaries). We have reviewed our pay structure for our Witness Service too. Using **new ways of advertising and networking**, together with **targeted recruitment practices**, we have seen a year-on-year increase in the number of women joining our technology and digital teams. We now have a gender split of 46% women (up 1% compared to 2020) and 54% men in these teams, up from 61% men and 23% women 3 years ago. We have also introduced a new Carer's policy post pandemic.

Further action we are taking to address our gender pay gap

We'll continue to focus on improving the following areas:

Recruitment

- We're continuing our recruitment work to support the attraction of a diverse workforce into senior leadership roles

Equity Diversity and inclusion learning and data capture

- We've introduced a new people platform and are improving our gender identity (binary, non-binary and intersex) data collection. We believe that gender identity is broader than just 'men and women' and although the regulations require us to report in this way, we recognise and welcome colleagues of all gender identities. We want to ensure we are as gender inclusive as possible, taking into account the current limitations of the statutory reporting process and will manage our reporting in a way that is consistent with our values
- We'll undertake deeper dives to continue to build our understanding of the reasons for our pay gaps

Reward

- We're developing a market salary benchmarking policy to be rolled out in 2022



- Undertaking a review of roles to ensure parity in Reward
- Review our reward and benefits offer

Increase the number of women in our technology and digital roles

- We continue to work towards our target of 50% women in technology functions

Supporting and developing women for leadership roles

- We'll complete the development of our leadership programme for women of colour and learning resources for wider diverse groups of colleagues and roll this out in 2022

Ethnicity and Disability Pay Gap

We're also pleased to add a new annex to this gender pay gap report; for the first time, in this annex, we will report on the pay gap according to our colleagues' ethnicity and disability. This is not yet a legal duty, but it is important to report on these matters and we use the data to shape our policies and inform the public, our users and our employees of how we are doing.

ANNEX A

Our ethnicity pay gap as of 5 April 2021

We're able to report on our ethnicity and disability pay gaps because we have data on these characteristics from over 80% of our colleagues. We don't have enough data on other protected characteristics from colleagues to make any other intersectional analysis reliable enough at the point of reporting. Because of the relatively small numbers, we're only able to differentiate in this report between colleagues who identify as either white, or people of colour; and as disabled or not disabled.



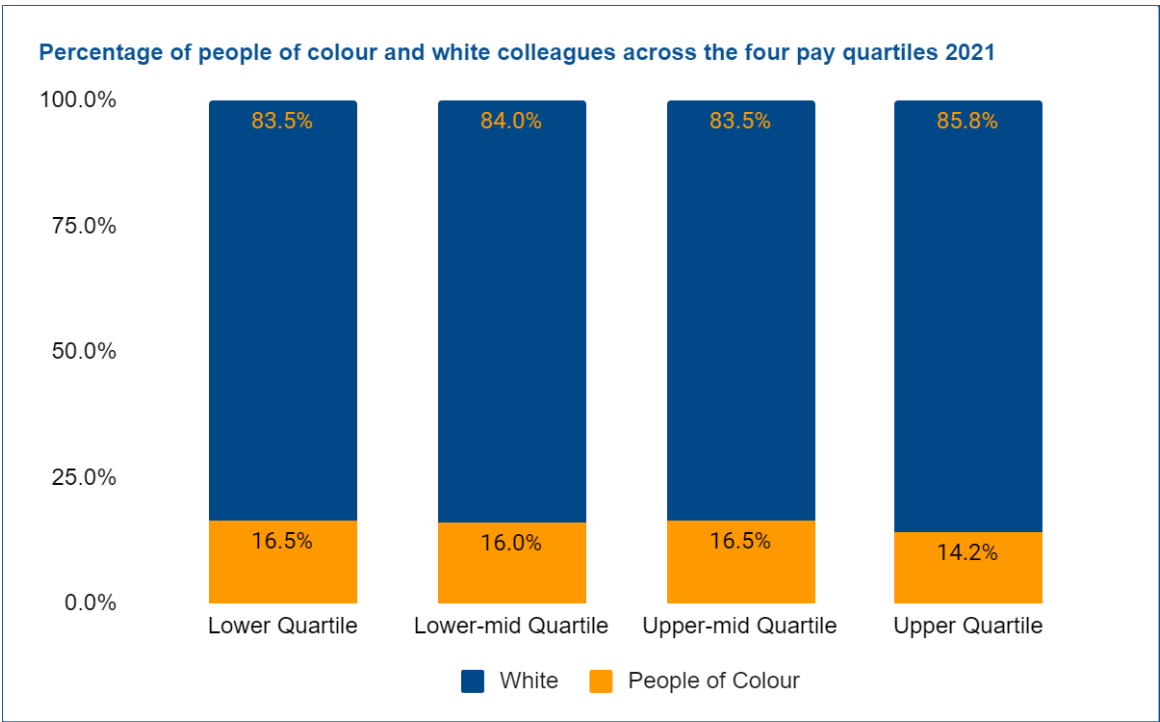
Summary of report

The median ethnicity pay gap for 2021 (comparing people of colour to white colleagues) is 2.03%, a decrease of 3.98 percentage points from 2020.

	Year of analysis		
	2021	2020	2019
Mean pay gap	3.32%	5.43%	7.69%
Median pay gap	2.03%	6.01%	11.18%

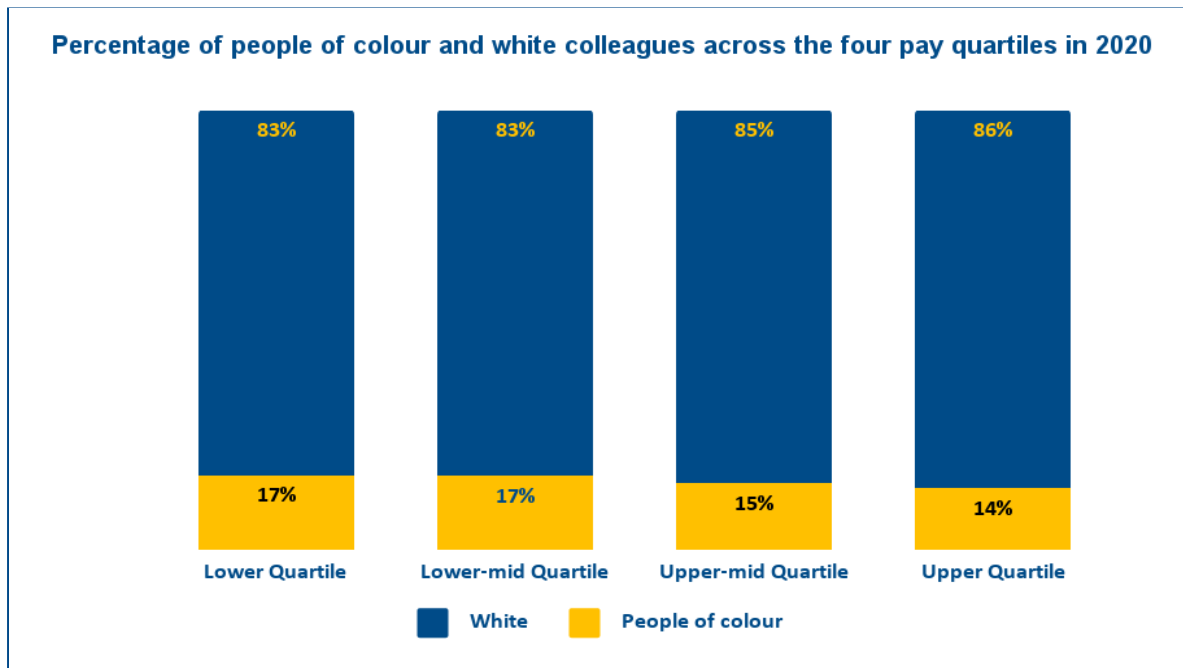
Proportion of people of colour and white colleagues in each pay quartile

The chart below shows the distribution of our workforce across the 4 pay quartiles.





The chart below shows the data in 2020.



Distribution of men and women of colour within each quartile

As at the 5 April 2021, only 88% of colleagues declared whether they were People of Colour or White. The percentages displayed in the above graphs and below table are therefore only representative of the number of colleagues who declared their data and not based on the total number of colleagues.

Men of colour are most represented in the upper-mid quartile, while for women of colour, representation is highest in the lower and mid-quartile respectively.



	Women of colour %	White women %	Men of colour %	White men %	Total
Lower Quartile	14.6%	72.2%	1.9%	11.3%	100%
Lower-mid Quartile	13.7%	57.5%	2.4%	26.4%	100%
Upper-mid Quartile	9.4%	59.9%	7.1%	23.6%	100%
Upper Quartile	9.5%	47.4%	4.7%	38.4%	100%
Overall	11.8%	59.3%	4.0%	24.9%	100%

Our disability pay gap as of 5 April 2021

Summary of report

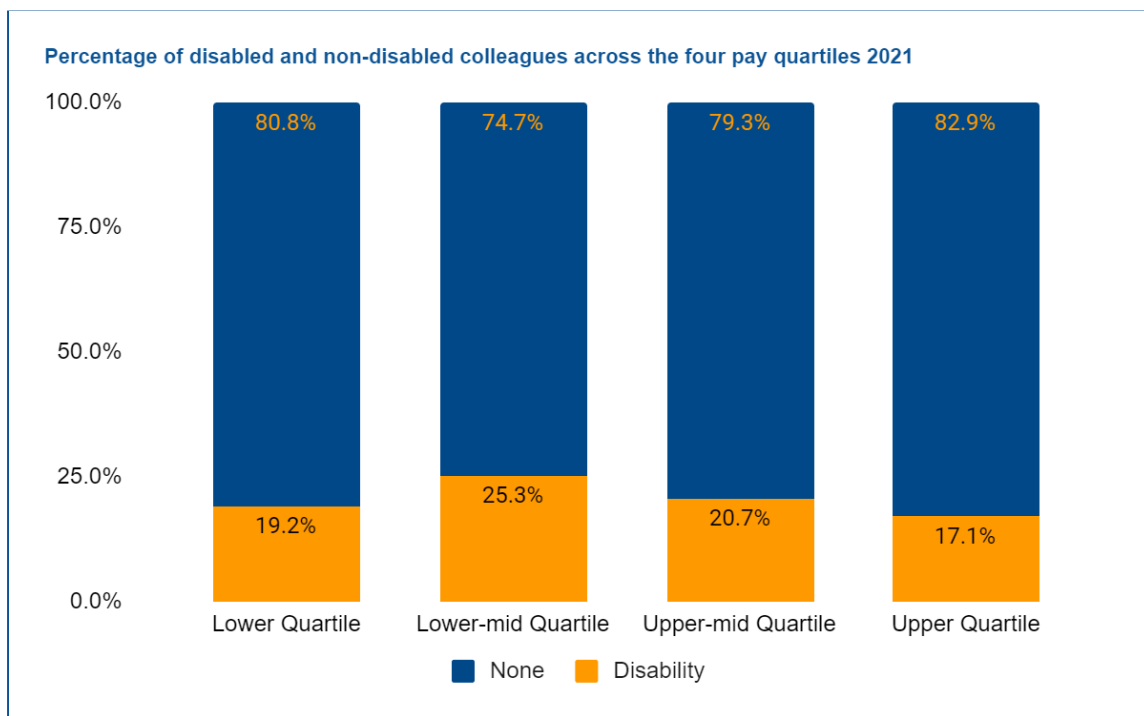
The median disability pay gap for 2021 (comparing disabled colleagues to non-disabled colleagues) is 3.84%, a decrease of 4.81 percentage points from 2020.

	Year of analysis		
	April 2021	April 2020	April 2019
Mean pay gap	2.57%	6.65%	8.45%
Median pay gap	3.84%	8.65%	9.82%



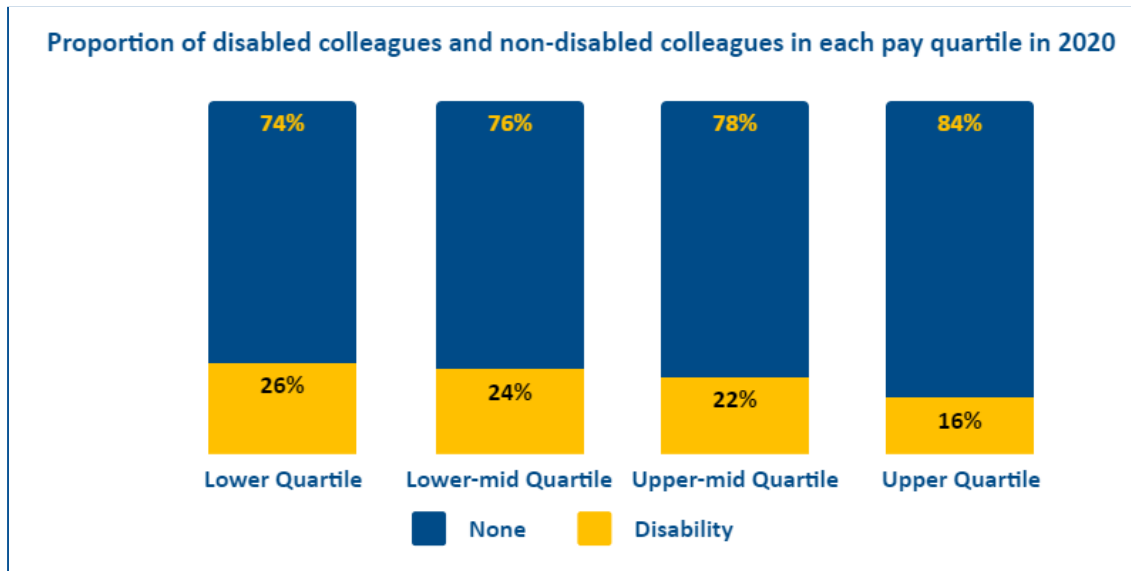
Proportion of disabled and non-disabled colleagues in each pay quartile

The chart below shows the distribution of our workforce across the four pay quartiles.





The chart below shows the data in 2020.



Pay gaps of disabled colleagues

As at the 5 April 2021, only 80% of colleagues declared whether or not they had a disability. The percentages displayed in the above graphs and below table are therefore only representative of the number of colleagues who declared their data and not based on the total number of colleagues.

Both disabled men and women are most represented in the lower-mid quartile. There is also greater representation of disabled women in the upper quartiles.



	Disabled women %	Non disabled women %	Disabled men %	Non disabled men %	Total
Lower Quartile	15.2%	71.7%	4.0%	9.1%	100%
Lower-mid Quartile	18.2%	53.5%	7.1%	21.2%	100%
Upper-mid Quartile	15.1%	53.5%	5.6%	25.8%	100%
Upper Quartile	10.6%	45.2%	6.5%	37.7%	100%
Overall	14.8%	56.0%	5.8%	23.5%	100%

I confirm that the information and data provided in this report are accurate.

Clare Moriarty

Chief Executive Officer

April 2022